

# Idaho Duals October Stakeholder Update

OCTOBER 29, 2018

#### Goals of Today's Presentation

- Provide an update on the implementation progress of the new program for duals, called "Idaho Medicaid Plus."
- Review new informational materials.
- •Share information about upcoming opportunities for additional stakeholder engagement.





#### Remember...



Idaho has two programs for duals:

- Medicare Medicaid Coordinated Plan (MMCP) existing
- Idaho Medicaid Plus (IMPlus) new

Duals are participants eligible for Medicare A and B, in addition to full Medicaid



#### Duals' Programs - Refresher

- •We are implementing the new program, Idaho Medicaid Plus, in Twin Falls County.
- •Idaho Medicaid Plus will be mandatory for dual eligible participants that have not enrolled in the Medicare Medicaid Coordinated Plan, and are not:
  - Tribal members
  - Pregnant women
  - Participants on the Adults with Developmental Disabilities Waiver
- •Idaho Medicaid Plus will only manage the member's Medicaid benefits (no impact to Medicare coverage)



#### **Update – Enrollment**

- •Enrollment letters were mailed to affected participants in Twin Falls County on July 1.
- Welcome packets were mailed to all affected Twin Falls county participants this month.
- Coverage becomes effective November 1.



#### Remember - Different Member ID Cards

- •Members will have different ID cards for the Medicare Medicaid Coordinated Plan versus Idaho Medicaid Plus!
  - •For participants: this means you will receive a new card for your Medicaid coverage.
  - •For providers: ensure your billing staff are aware they will begin to see new Medicaid cards



#### Update – Enrollment

- •The Department has hired a Beneficiary Support Specialist dedicated to answering participant questions about their coverage options!
  - •(833) 814-8568
  - •IdahoDuals@dhw.Idaho.gov



## **Update - Outreach**

- Pocatello and Blackfoot outreach last week went well
- •Idaho Falls outreach –low attendance due to an issue with the meeting location
  - •We have scheduled additional meetings in Idaho Falls

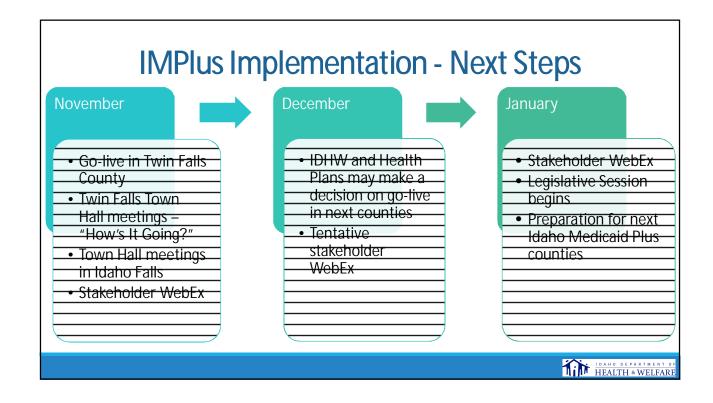


#### New Informational Materials Available!

- Updated FAQs
- Participant decision-making template
- Updated Provider Handbook and User Guides
- Coming soon: Complaint reporting dashboard







### Idaho Medicaid Plus After Twin Falls County

- •Idaho Medicaid Plus will expand to additional counties after successful implementation in Twin Falls County.
- Additional counties are expect to go live no earlier than March 1, 2019



# October and November: Participant and Provider Outreach

- •Twin Falls October 30 (tomorrow!)
  - Provider Q&A Meetings Twin Falls Health and Welfare Office
  - 9:00 AM or 11:00AM
- Twin Falls November 28
  - How's It Going?
- •Idaho Falls November 29
  - Participant Town Hall meetings





#### Stay Up-To-Date!

- Visit our webpage at <a href="http://MMCP.dhw.ldaho.gov">http://MMCP.dhw.ldaho.gov</a>
  to find a calendar of outreach events, FAQs, and other informational materials
- •Join us at one of our outreach meetings or contact us to schedule a meeting with your organization
- Email us at <u>IdahoDuals@dhw.Idaho.gov</u> with questions





To un-mute your phone, press \*6.



You can also ask a question using the "chat" feature in the WebEx application.

